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ABSTRACT

This guide offers a comprehensive set of practical tools to lead novice and veteran practitioners through the complexities of business process redesign. This hands-on kit integrates systems theory, economics, and psychology to provide the detailed procedures, checklists, data analysis worksheets, and other resources essential to identify, analyze, and design processes that improve organization and human performance. Section 1 contains an introduction to the basic principles of process redesign and how to manage a business process redesign effort. It prescribes a four-phase process redesign model: clarify the request; understand the current system; create the new design; and implement the design. Section 2 details procedures for each of the four stages. Each chapter follows the same format: how the chapter is organized; results; a list of sources for more information; procedures (purpose, when to use it, terms, guidelines, and what to do--a list of steps and corresponding suggested questions and approaches). Section 3 presents case studies of the two different types of process redesign--fundamental and incremental. Section 4 contains blank worksheets for gathering and organizing data to be used in one's own redesign efforts. Appendixes contain 71 references and an index. (YLB)

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